

**WyoLink Support Manager Report to the PSCC**  
**December 12, 2011**

There are 56 WyoLink sites in operation, 52 of which have had construction funded by WyoLink. Seven additional sites under construction should be completed by the summer of 2012 and will bring the count of operational WyoLink sites to 61.

We have received the amendment to the special use permit for Pow Wow, and have begun preliminary design work for this site. I do not anticipate Pow Wow Point to be operational before 2013, because although we have the amendment to the permit this site still needs to be designed, priced and put out to bid. We continue working with the US Forest Service and the Grand Teton National Park to determine where the WyoLink site in the Togwotee Pass area should be. One site under consideration is Signal Mountain, and we are working closely with the GTNP and Union Wireless (the site owner) as we evaluate this site. Construction is underway on Duncan Lake, Hell Hole Ridge and Salt Pass. Halleck Ridge is scheduled to be operational the week of December 12<sup>th</sup>, and Salt Pass is scheduled to be operational by the first part of January. Pinkham Mountain only needs federal frequencies to allow the RF Combining equipment to be ordered, and Hell Hole will need federal frequencies to be completed and activated. Halleck Ridge was activated this morning, December 12<sup>th</sup>.

We are making good progress with Portable Coverage Enhancement sites. The sites at Douglas, Gillette, Rawlins, Sheridan and Wheatland are being designed now, and preliminary designs should be available by mid December. Riverton and Thermopolis should be on the air during the week of December 12<sup>th</sup>, after a brief period of testing. Lander, Laramie and Torrington are operational. Bob Symons and I will be working with Buffalo, Newcastle and Sundance to discuss the need and possible location for a Portable Coverage Enhancement site.

About 80 Federal, State and Local Agencies are now using WyoLink for at least some of their daily operations, and there are approximately 11,950 radios on the system. During a typical day, there are between 1900 and 2400 radios affiliated with WyoLink depending on the time of day, weather conditions and other factors. WyoLink continues to work with agencies wishing to move their operations to WyoLink to create codeplugs for them to insert into their radios. To date this year, some 4452 codeplugs have been created, with some 180 currently on the schedule to complete. I urge everyone who has codeplug work scheduled to contact me if there are any questions about their codeplugs or their place on the schedule.

We are tracking WyoLink performance on a daily basis and taking all possible steps to ensure the system continues to operate at it's best. We are continuing to perform coverage testing across the state, and we are working with WYDOT's GIS program to display our test results in an easy to understand form. I encourage any agency having radio communication needs or issues with WyoLink to contact the WyoLink Support Office so we can work with them to resolve their issues. Please contact me or the WyoLink on call technician at 307-777-4885 and we will be happy to help.

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With the addition of Casper Fire's 800 MHz site to the WyoLink system, it became apparent that the Casper Mountain VHF site needed to be expanded. The last batch of equipment for the expansion of Casper Mountain is scheduled to be installed the week of December 12<sup>th</sup>, and those two channels should become active the week of December 19<sup>th</sup>. The WyoLink Support Office will monitor the busies in the Casper area after the activation of these two channels.

The monthly WyoLink Project Status Meeting Agenda and Minutes are an excellent source of information regarding the status of WyoLink. If there is anyone interested who isn't receiving these, please let me know and I'll add their name to the mailing list.

To date in 2011 (January 1<sup>st</sup> through November 30<sup>th</sup>) the WyoLink system handled 11,956,264 radio calls. The chart attached to this report shows WyoLink usage visually. Busy indications system wide remain an insignificant 0.04%. WyoLink reliability to date in 2011 has been over 99%.





Homeland  
Security

November 23, 2011

Bob Symons  
Statewide Interoperability Coordinator  
State of Wyoming  
Wyoming Public Safety Communications Commission

Dear Mr. Symons,

Thank you for your efforts to measure Goal 2 of the National Emergency Communications Plan (NECP) and complete your 2011 Statewide Communication Interoperability Plan (SCIP) implementation report. Achieving 100% participation from your counties is a significant accomplishment, and the completion of both initiatives reflects a strong commitment to enhancing emergency communications throughout Wyoming.

The Office of Emergency Communications (OEC) believes that both of these activities are critical for collaborative Federal-State efforts to improve emergency communications. The data collected from Goal 2 can help you identify strengths and any remaining gaps in your state, and this increased awareness can better enable Wyoming to plan for and prioritize emergency communications resources to where they are needed most. At the national level, this can help OEC more strategically target grant guidance, planning, and technical assistance (TA) support to States and territories.

OEC will soon be reaching out to all of the States and territories in the coming months to support the analysis of their Goal 2 submissions and the incorporation of the results into manageable formats for future regional and statewide planning. We will be sharing more of our thoughts on the full scope of the analytical tools that we plan to make available as part of the 2012 SCIP Implementation Workshop program at the upcoming NCSWIC meeting.

OEC encourages Wyoming to participate in the updated 2012 SCIP Implementation Workshop and take full advantage of the office's TA programs. The 2012 TA Catalog and TA Request Form are available at two sites: [www.safecomprogram.gov](http://www.safecomprogram.gov) and at [www.publicsafetytools.info](http://www.publicsafetytools.info), and OEC is requesting that SWICs submit up to five prioritized requests by December 15. This will allow OEC to review all applications and begin executing TA deliveries in early 2012.

For your review in the meantime, I have attached county-level depictions of your State's Goal 2 results for both performance and capability. Please note that these maps were generated from your Goal 2 data, and the capability levels represent the weighted average of a county's results for Governance; Standard Operating Procedures; Training

and Exercises; and Usage. If you have any questions about the data presented in these maps or Goal 2 in general, please feel free to contact your OEC Regional Coordinator and the NECP Goals outreach team at [NECPGoals@hq.dhs.gov](mailto:NECPGoals@hq.dhs.gov) or by phone at (202) 630-NECP (6327).

Once again, thank you for your contributions to the NECP Goals process and your leadership as the SWIC in Wyoming. We understand the many demands that you are facing on a daily basis and appreciate that you have made implementation of your SCIP and the NECP among your priorities. OEC looks forward to continuing its partnership with Wyoming as we work together to achieve the vision of the NECP: Emergency responders can communicate as needed, on demand, and as authorized at all levels of government and across all disciplines.

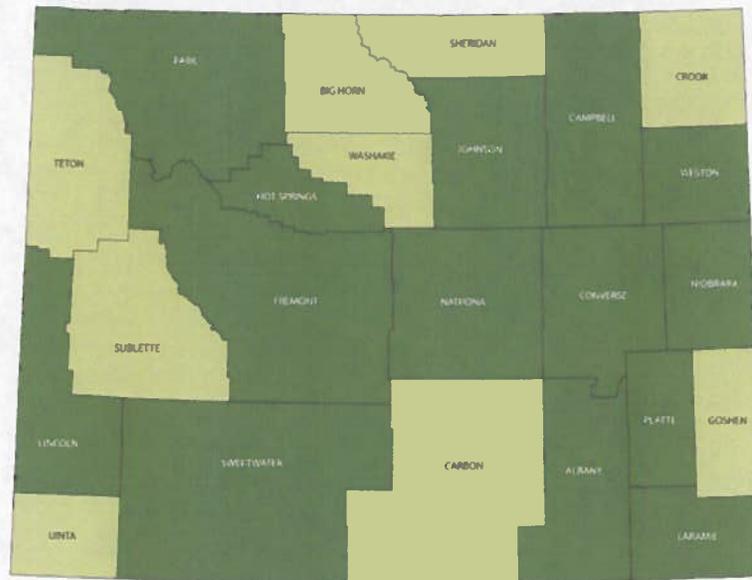
Sincerely,

A handwritten signature in dark ink, appearing to read "Chris Essid". The signature is fluid and cursive, with the first name being the most prominent.

Chris Essid  
Director, Office of Emergency Communications  
Department of Homeland Security

Attachment: Goal 2 Maps

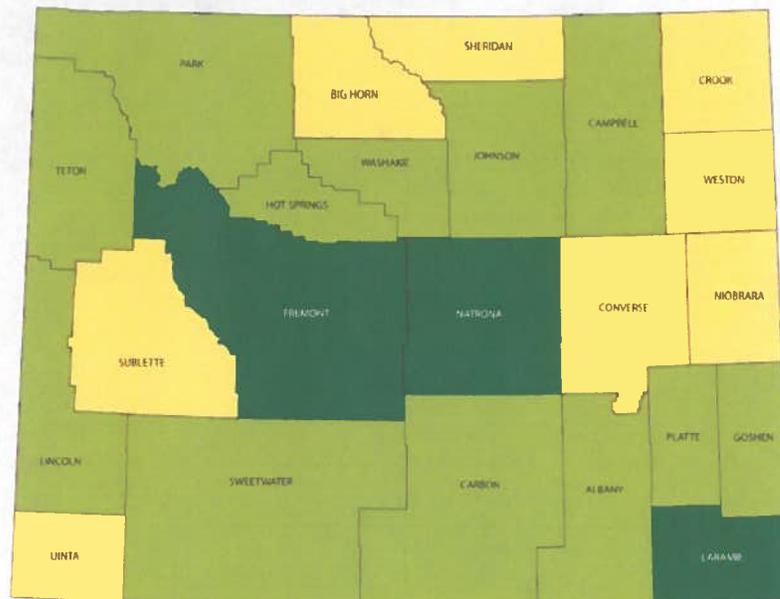
## NECP Goal 2 Performance Results By County



As of 11/21/2011



## Average Capability Results By County



As of 11/21/2011



# WYOMING PUBLIC SAFETY COMMUNICATIONS COMMISSION

## 2009 Strategic Plan

### Results Statement:

- Wyoming families and individuals live in a stable, safe, supportive, nurturing, healthy environment.
- Wyoming state government is a responsible steward of State assets and effectively responds to the needs of residents and guests.

### Contribution to Wyoming Quality of Life:

- Develop recommendations for policy and guidelines, identify technology and standards, and coordinate intergovernmental resources to facilitate statewide wireless communications interoperability with emphasis on public safety.

### Commission Facts:

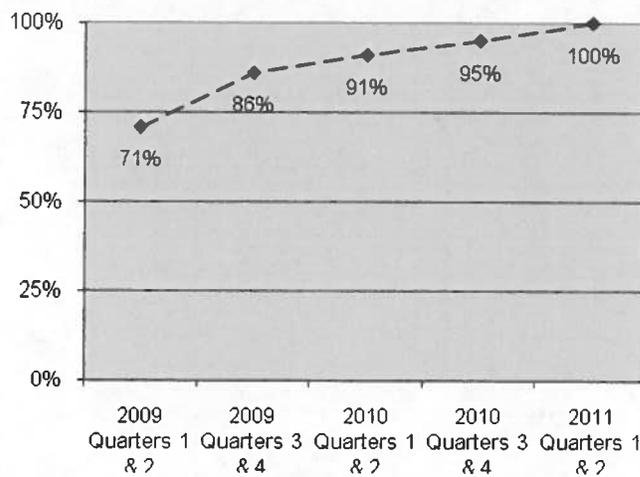
The Public Safety Communications Commission (PSCC) was created in 2004 by the Wyoming Legislature from the former State Agency Law Enforcement Communications System (SALECS) and Public Safety Mobile Communications (PSMC) Steering Committee. The PSCC has seventeen members appointed by the governor to three-year terms representing State of Wyoming Agencies, public safety associations and the general public. The 2009-2010 proposed biennium budget for the PSCC is \$203,401. The budget includes one staff support position for \$172,459, supportive services budget of \$10,477, network and telecommunications of \$7,465 and professional fees of \$13,000.

### Six Primary Functions of the Commission:

1. Work with the administrator of the information technology division of the department of administration and information and the department of transportation in an advisory capacity to promote the development, improvement and efficiency of public safety communications systems in the state.
2. Report in writing each year in October to the governor concerning any problems related to the installation, operation and maintenance of the system and shall make any recommendations it deems appropriate as part of the report.

3. Submit a plan for statewide system networking to the administrator of the information technology division for inclusion in the statewide telecommunications plan developed pursuant to W.S. 9-2-1026.1(a)
4. In cooperation with participating federal agencies, establish and assess user fees upon any federal law enforcement agency electing to use and participate in the system.
5. Promulgate necessary rules and regulations governing system operation and participation and upon failure to comply with adopted rules and regulations, may suspend system use and participation by any participating and non-complying public safety agency or private entity.
6. Determine the participation of public safety agencies and private agencies in the wireless communications network.

**Performance Measure #1  
Percentage of WyoLink Project Core Sites Completed**



**Story behind the performance:**

The Request for Proposals (RFP) for the WyoLink infrastructure was issued on July 15, 2004, and competitively awarded to Motorola on October 29, 2004. With the \$50,447,011 funding provided through the Wyoming Legislative General Fund and other sources, WyoLink will provide a 57 site, VHF, project 25, trunked radio system with resources for integrated voice and data providing automatic vehicle location and mobile data technology. The core system is being developed using radio sites and microwave links established by WYDOT. Completion of the core system statewide is slated for the end of 2010. As of July 1, 2009, 40 WyoLink sites are activated and the City of Cheyenne Fire-Rescue 800 MHz site has been upgraded and is

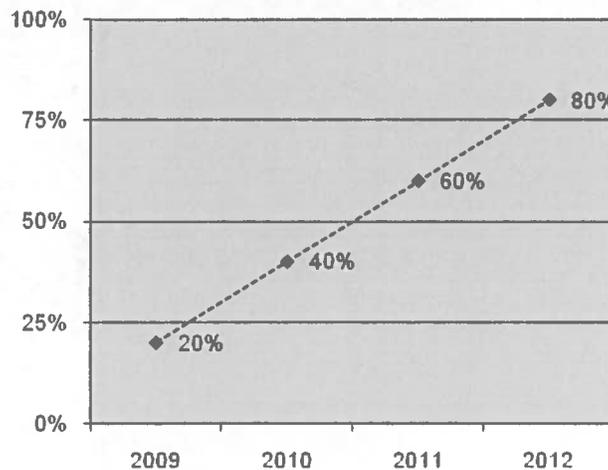
operating on WyoLink. More radio sites are planned for WyoLink system expansion and portable coverage enhancement.

On June 12, 2009, the National Telecommunications and Information Administration (NTIA) provided 75 Radio Frequency Authorizations which allows WyoLink to share Federal frequencies to complete the frequency plan. With this addition to FCC licensed spectrum, WyoLink was able to provide the minimum of five channels per WyoLink radio site.

**What do we propose to do to improve performance in the next two years?**

- Four WyoLink radio sites are constructed and upon receipt of the licenses from the FCC, for the use of Federal spectrum, these sites will be operational.
- Six WyoLink radio sites are scheduled for construction in 2009.
- Upon the completion of the leasing process with the Bridger/Teton and Big Horn National Forests, five radio sites are scheduled for completion in 2010.
- The PSCC, WyoLink and Natrona County/Casper are working toward the conversion of the 800 MHz site on Casper Mountain to become a WyoLink radio site.
- Continue building out funded WyoLink expansion and portable coverage enhancement sites.

**Performance Measure #2  
Percentage of Potential WyoLink Participants Who Are Participating**



**Story behind the performance:**

The PSCC has approved WyoLink membership for 123 agencies who may be called upon to serve as first responders to disasters and other emergencies. The approved agencies include police departments, sheriff offices, fire departments, ambulance services, municipalities, county

agencies, school districts, several state agencies, federal agencies and the military. As agencies are approved, membership agreements or memorandums of understanding are drafted and signed. Once the agreements have been executed, planning for WyoLink migration and talkgroup development is started. A WyoLink readiness document has been developed which lists seven topics that must be completed; signed membership agreement, coverage planning, interoperability planning, subscriber planning, dispatch operation planning, user training and cutover to WyoLink.

WyoLink is intended to serve the radio communications needs of Wyoming's potential first responders, for day-to-day and special incident operations. Homeland Security Presidential Directive-8, issued in 2003 in regard to National Preparedness, provides the scope of intended WyoLink membership. *The term "first responder" refers to those individuals who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence, and the environment, including emergency response providers as defined in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101), as well as emergency management, public health, clinical care, public works, and other skilled support personnel (such as equipment operators) that provide immediate support services during prevention, response, and recovery operations.*

The Wyoming Office of Homeland Security has received two grants to help provide end user training; Public Safety Interoperable Communications Grant and Interoperable Emergency Communications Grant Program. These grants will provide the funding necessary to provide end user training at the agency level. The Wyoming Fire Marshal's Office and the Wyoming Law Enforcement Academy have identified contract Master Trainers and eight trainers have completed the WyoLink and interoperable train-the-trainer classes.

The Wyoming Legislature provided \$6,450,000 as grant funds for local dispatch centers to prepare for connectivity to WyoLink. The PSCC has provided grant funds to dispatch centers in every county. As of July 1, 2009, 50% of the grant funds have been expended. The dispatch centers have until June 30, 2010 to expend these grant funds.

The PSCC issued the following policy statement on June 22, 2007: *"There is no local responder link in "WyoLink" until the goal of mobile and portable radio communications interoperability is achieved. Therefore, the goal of WyoLink coverage enhancement is to achieve interoperable public safety communications comparable with existing portable radio coverage and in areas of critical concern, identified through testing and cooperative efforts with local public safety providers, determined after statewide deployment in an area. There is an expectation of local participation within the jurisdictional area of influence."*

The Wyoming Legislature has provided \$8,030,000 to fund expansion of the core WyoLink system for local responder portable coverage. These funds are for the radio frequency and communications portion of developing up to 22 areas of concern. The Governor and Legislature recognized the need for local participation in the development of the expansion sites and provided another \$4,000,000 in grant funds, which will be administered by the PSCC, for financial assistance to the localities for the development of radio sites to include site leasing,

tower, building, and power. The PSCC is working with counties and cities on coverage testing and site planning.

**What do we propose to do to improve performance in the next two years?**

- Review and revise, as needed, rules, policies, procedures, handbook and membership agreement for WyoLink participants. No/low cost.
- Work with the Wyoming Office of Homeland Security, Wyoming Fire Marshal's Office and Wyoming Law Enforcement Academy on providing end user training at the local level.
- Continue full time administrative staff position for the Public Safety Communications Commission. See Appendix A below.
- Provide outreach and education to political subdivision with regard to WyoLink and the benefits of an interoperable communication system.
- Continue quarterly newsletter and maintain websites with current WyoLink information

**Performance Measure #3  
WyoLink Support Funding**

**Story behind the performance:**

Prior budgets have provided for one time funding to establish & provide basic support for WyoLink for a short duration. Now that the core system is approaching completion, and recurring costs are better understood, it is time to provide recurring funding in the legislative base budget, to support broad local agency participation in WyoLink: Wyoming's statewide public safety interoperable radio communications system.

**What do we propose to do to improve performance in the next two years?**

- Support the WYDOT/WyoLink biennium budget request for: WyoLink Contracted Support Costs - \$1,150,000; T1 Circuits for local agency console connections - \$4,400,000; T1 Circuits for Coverage Enhancement Sites - \$660,000; Helicopter Access to the WyoLink Site at Pow-Wow Point - \$108,000.

Budget Explanation:

The 2008-2009 biennium exception budget request provided \$152,849 for initial post-warranty contracted support costs. That amount will carry the system through Summer 2010, but WyoLink needs a base budget for ongoing contract support. The initial long range budget estimate of about \$500K/yr for ongoing support of the core system was close, but more precise costs are now available, and system expansions will eventually increase those costs. WyoLink is using WYDOT Telecommunications personnel to provide many of the support services to reduce the support costs.

Similarly, earlier budgets provided a onetime budget for leased communication line expenses in support of local agency participation on WyoLink; a base budget is now needed to pay ongoing leased line costs for the console connections, and for planned local area portable coverage enhancement sites. WYDOT is pursuing microwave system expansions to reduce leased circuit costs in time, but funding is needed until these expansions can be implemented and leased circuits are reduced.

WyoLink is also requesting \$ \$108,000 for the 2011-2012 biennium to provide helicopter access to the WyoLink site at Pow Wow Point in northern Lincoln County; this site is crucial to meet local agency coverage needs. It is in a roadless area, and it will be the only WyoLink site where access is only by foot, horse or helicopter, year-round.

Appendix A: Administrative Staff Position Essential Duties:

- Facilitate and monitor overall strategic planning to include state and local components of interoperability.
- Establish a liaison with and represent the PSCC to stakeholders.
- Create and disseminate components of a statewide awareness campaign targeting stakeholders.
- Coordinate and support PSCC meetings and activities.
- Inform the PSCC on developments relative to wireless communications, emerging technologies and standards, spectrum policy/management and federal interoperability initiatives.
- Develop long-term technical and policy recommendations to establish the development and implementation of WyoLink.
- Statewide Interoperability Coordinator for Wyoming, The National Emergency Communications Plan, July 2008, and Federal communication grants recommend all states and territories establish full-time statewide interoperability coordinators..



**Matthew H. Mead**  
Governor

**William Westerfield**  
Chairman

# State of Wyoming

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## Public Safety Communications Commission

October 25, 2011

The Honorable Matthew H. Mead  
Governor, State of Wyoming  
Capitol Building  
Cheyenne, WY 82002

Dear Governor Mead;

By Wyoming Statute 9-2-1104, the Wyoming Public Safety Communications Commission (PSCC) is to report, in writing each year in October, to the governor concerning any problems related to the installation, operation and maintenance of the statewide radio communications system. Attached is the annual report for October 2011, which includes the past year achievements, PSCC Organization, current activities, priorities for the next year, challenges and information on WyoLink usage.

If you have any further questions or comments, please feel free to contact me.

Respectfully,

A handwritten signature in cursive script that reads "Will. Westerfield".

William Westerfield, Chairman



Matthew H. Mead  
Governor

# State of Wyoming

William Westerfield  
Chairman

## Public Safety Communications Commission

### ~ 2011 Annual Report to the Governor of the State of Wyoming ~

#### **Mission Statement and Statutory Responsibilities**

The mission of the Wyoming Public Safety Communications Commission (PSCC) is to develop recommendations for policy and guidelines, identify technology and standards, and coordinate intergovernmental resources to facilitate statewide wireless communications interoperability with emphasis on public safety.

Wyoming Statute 9-2-1104 states the commission shall:

- (ii) **Report in writing each year in October to the governor concerning any problems related to the installation, operation and maintenance of the system and shall make any recommendations it deems appropriate as part of the report.**

#### **Achievements for 2010 and 2011**

The Public Safety Communications Commission (PSCC) and the WyoLink program have achieved many accomplishments and goals this past year:

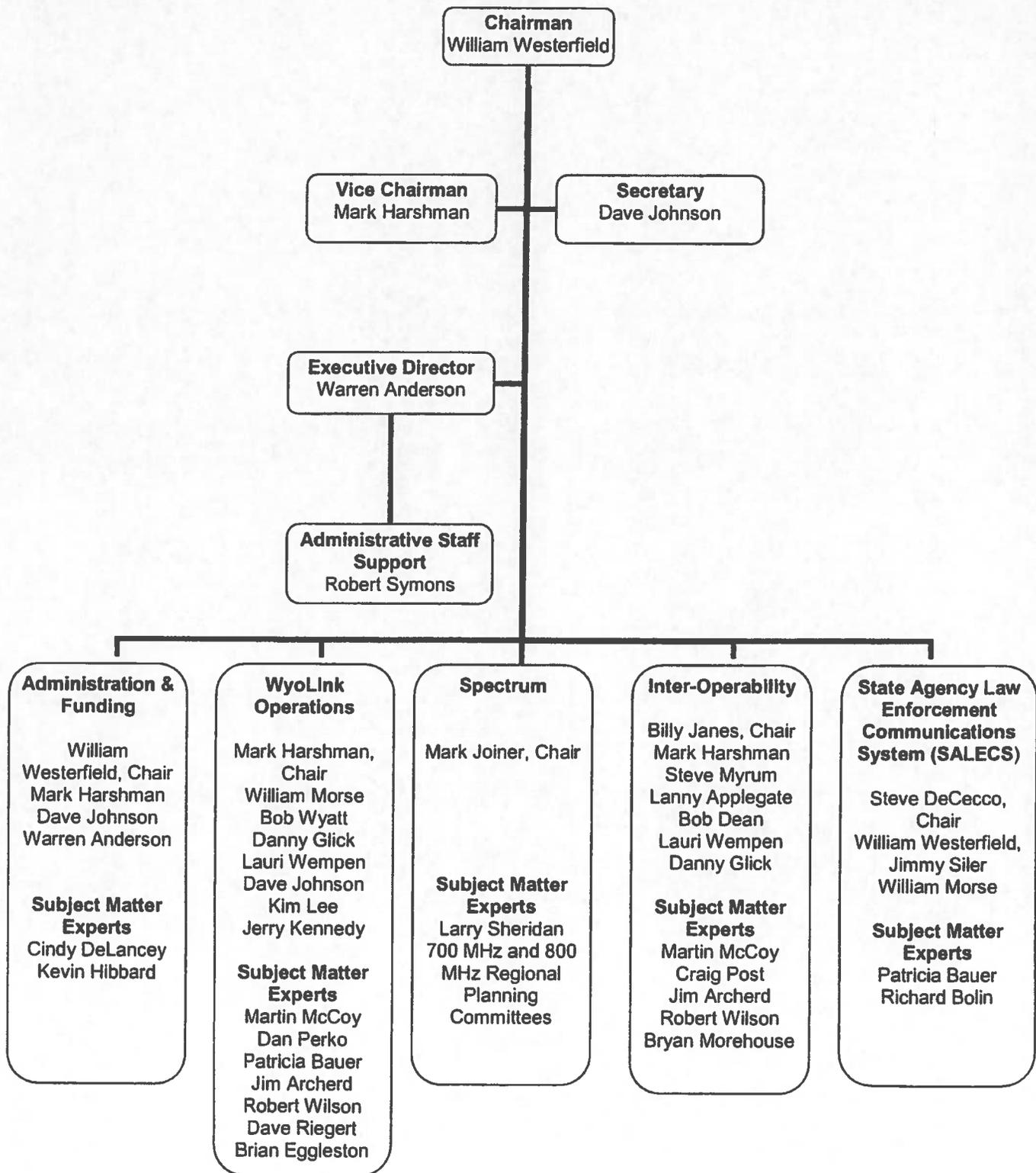
- 237 total WyoLink Membership Applications have been approved by the PSCC
- 11,265 subscriber units (console positions, mobile and portable radios) programmed and operable on WyoLink.
- Over 1 million radio calls per month have been logged by the WyoLink System.
- 51 of 57 core WyoLink radio sites have been activated and are operational
- Construction started on five additional core WyoLink sites.
- Portable Radio Coverage Enhancement Grants were reviewed for 15 localities and will be constructed in 2011 or 2012. Two Portable Radio Coverage Enhancement (PCE) sites (Laramie & Torrington) are operational. Construction is progressing on three PCE sites and engineering work has begun on an additional five PCE sites with construction completed late 2011 or early 2012.
- Natrona County and Casper 800 MHz system was upgraded to a WyoLink site and the Natrona County/Casper agencies are now operating on WyoLink with seamless interoperability with VHF users.
- Quarterly meetings were held in Evanston (March 2011) and three video conference meetings were held in December 2010, June 2011 and September 2011.
- WyoLink and Interoperable Communications end-user training programs were provided by the Wyoming Law Enforcement Academy and the Wyoming Fire Marshal's Office with grants provided by Wyoming Office of Homeland Security.
- During the spring and summer of 2011, many counties in Wyoming had to deal with significant spring snowmelt flooding and major wildland fires. During these incidents, local, state and federal agencies were able to use the WyoLink radio system to ensure

interoperable communications between response teams on the ground. This resulted in better radio communications which in turn assured a safer operation for all first responders.

### Commission Members and Operating Structure

The PSCC is comprised of representatives appointed by the Governor from the following public safety agencies, professional associations, and State departments:

Representing	Name	Location
Wyoming Police Chief's Association	Billy Janes, Police Chief	Torrington
Wyoming Sheriff's Association	Danny Glick, Sheriff	Laramie County
Division of Criminal Investigation, Office of the Attorney General	Steve Myrum, DCI Information Technology	Cheyenne
Wyoming Game and Fish Department	Steve DeCecco, Regional Wildlife Supervisor	Green River
Wyoming Department of Transportation	Captain William Morse, Wyoming Highway Patrol	Cheyenne
Wyoming Livestock Board	Jimmy Siler, Law Enforcement Administrator	Cheyenne
Department of State Parks and Cultural Resources	William Westerfield, Chief of Operations/Chief Ranger	Cheyenne
Wyoming Fire Chief's Association	Mark Harshman, Division Chief Casper Fire Department	Casper
Wyoming State Fire Marshal	Lanny Applegate, Director	Cheyenne
Wyoming Office of Homeland Security	Kim Lee, Operations Chief	Cheyenne
The Public at Large	Robert J. Wyatt, Attorney	Sheridan
Ambulance and Emergency Medical Services Organization	Lauri Wempen, Director Fremont County Ambulance	Riverton
Municipal Government or a municipal government association	Dave Johnson, Wyoming Association of Municipalities	Cheyenne
County Government or county government association	Jerry Kennedy, Albany County Commissioner	Rock River
Wyoming Department of Health	Robert Dean, Senior EMS Trainer	Cheyenne
Tribal Government or tribal government association	Vernon Hill, Wind River EMA Coordinator	Fort Washakie
Federal Government or federal government association	Mark Joiner, US Bureau of Land Management	Lander



**Wyoming PSCC Organization Chart**  
(Effective 10/31/2011)

## Activities

Ongoing projects include:

- Working through the guidelines of the *WyoLink Readiness Document* to assist agencies in preparing for WyoLink migration and to identify the agency *Relationship Manager*
- Refinement of WyoLink operations to deliver outstanding service and availability
- Portable Radio Coverage Enhancement program and site development
- WyoLink and Interoperable Communications training
- Publication of PSCC newsletters and updating PSCC and WyoLink policies and activities on the PSCC website at <http://pscc.wyoming.gov>

## Priorities for 2011

- Continue the emphasis on increasing utilization and partnerships
- Communication and collaboration with potential user agencies on WyoLink membership.
- Review and modification of WyoLink user training
- Monitor WyoLink system construction progress and activation of radio sites
- Work with the Wyoming Office of the Chief Information Officer (CIO) and *Link Wyoming* on studying public safety broadband usage and needs
- Provide support to the Wyoming Office of Homeland Security in the distribution of Federal interoperability funds to local authorities toward implementation of interoperable initiatives

## Challenges

### WyoLink Upgrades

The WyoLink public safety communications system is a computer software based integrated voice and data system. WyoLink primarily operates on very high frequency (VHF) band which can only pass data at 9600 baud. WyoLink's current 7.2 version of system, software and hardware support is drawing to a close and this will adversely affect the maintenance and operation of the system. As a computer system, installing the vendors system upgrades will keep the system current and add years to the life of the system. The vendor is currently supporting version 7.9 and planning to release version 7.11 in early 2012.

The Public Safety Communications Commission (PSCC) recommends funding the upgrade to Version 7.9 and fund a System Upgrade Agreement (SUA) which will include a major upgrade every two years. This upgrade will bring the WyoLink infrastructure up to the current version which is supportable, reliable and secure; and will improve future interface capabilities. The advantages to this upgrade include the ability to add WyoLink radio sites and dispatch consoles as necessary to increase capacity including the ability to add newer base radios which will extend the lifespan of the system. This upgrade will also allow for the use of Ethernet links between the system controllers, radio sites and dispatch consoles, reducing the annual leased T1 line expenses.

Without the upgrades, WyoLink will realize growth constraints and reduced reliability due to support difficulties. As the equipment becomes obsolete costs will increase and effectiveness of WyoLink support, repair and maintenance will decrease resulting in reduced reliability.

Entering into a System Upgrade Agreement (SUA) will keep the WyoLink infrastructure supportable, reliable, secure and current with Project 25 Technical Standards. The SUA will provide regular system upgrades to the WyoLink infrastructure. There may be some occasional additional hardware costs associated with these software upgrades, but the majority of them are included in the SUA.

### Coverage Enhancements

**Portable Coverage Enhancements** – The PSCC reviewed 15 grants from local jurisdictions for portable radio coverage enhancements in Thermopolis, Lander, Riverton, Laramie, Wheatland, Torrington, Campbell County, Sheridan, Douglas, Sweetwater County, Natrona County/Casper, Powell, Sundance, Worland, and Rawlins. The Wyoming Legislature has provided \$12,030,000 to fund expansion of the core WyoLink system for local responder portable coverage. The PSCC will be working with the local jurisdiction to identify potential grant funds that may be used to augment the Wyoming funds for additional sites.

Three enhancements have been completed in Natrona County/Casper, Laramie, and Torrington. Upon the completion of these portable coverage enhancements, the local public safety agencies have migrated their primary radio communications to WyoLink. An additional three sites are under construction in Thermopolis, Riverton and Lander with completion in November 2011. Site visits for development and engineering have been held in Rawlins, Wheatland, Douglas and Sheridan. Construction of these four sites will commence upon the approval of the engineering documents in the fourth quarter of 2011.

**WyoLink System Enhancements** - Upon the completion of the core WyoLink sites and the portable coverage enhancement sites, coverage testing and user experience may indicate additional areas for possible coverage expansions.

### WyoLink Usage

WyoLink usage by local, state and Federal agencies continues to experience significant growth, with 200% more calls in this reporting period. While this growth indicates the WyoLink system is exceeding expectations, there are many local and county agencies working on migrations plans to WyoLink. With this growth, the WyoLink Support Office and the PSCC must continue to monitor the system and be prepared to make changes to the operational protocols and radio discipline to improve upon the efficiency of the shared system.

With the reduction in Federal grants for training, the current WyoLink training plan must be reviewed and modified so that the end user training meets the needs of the users and the WyoLink system. There will be limited funding for training and those funds will need to be expended in an efficient manner to provide the required training. Most problems reported about the WyoLink system have been problems with the end users not having sufficient training and knowledge of operating on a shared trunked radio system.

## WyoLink Usage

Current Reporting Period (October 2010 – September 2011)							
Month/Year	Calls	Duration hours:minutes:seconds	Average Voice Call Duration seconds	Percentage Buses Statewide	Busy Call Duration hours:minutes:seconds	Average Busy Wait seconds	
Oct - 2010	703,381	2369:27:51	0:00:12	0.033%	0:10:44	0:00:03	
Nov - 2010	880,214	3147:09:55	0:00:13	0.074%	0:28:45	0:00:03	
Dec - 2010	903,475	3270:58:21	0:00:13	0.050%	0:19:10	0:00:03	
Jan - 2011	972,726	3528:19:16	0:00:13	0.066%	0:32:21	0:00:03	
Feb - 2011	965,635	3447:02:33	0:00:13	0.064%	0:30:56	0:00:03	
Mar - 2011	932,349	3159:36:42	0:00:12	0.015%	0:08:18	0:00:04	
Apr - 2011	779,066	2545:26:44	0:00:12	0.025%	0:06:13	0:00:02	
May - 2011	1,073,996	3556:55:30	0:00:12	0.036%	0:17:13	0:00:03	
June - 2011	1,090,634	3805:32:00	0:00:13	0.019%	0:06:22	0:00:02	
July - 2011	1,126,095	3879:34:37	0:00:12	0.039%	0:13:24	0:00:02	
Aug - 2011	1,198,048	4113:15:38	0:00:12	0.079%	0:47:15	0:00:03	
Sept - 2011	1,138,680	3919:50:26	0:00:12	0.027%	0:10:14	0:00:02	
<b>Oct 10 – Sept 11</b>	<b>11,764,299</b>	<b>40,743:09:33</b>	<b>0:00:12</b>	<b>0.044%</b>	<b>3:50:55</b>	<b>0:00:03</b>	
Prior Reporting Periods							
Oct 09 – Sept 10	5,856,525	18,632:20:05	0:00:11	0.051%	3:02:12	0:00:04	
Oct 08 – Sept 09	1,689,632	4,910:48:41	0:00:10	0.017%	0:17:30	0:00:04	

WyoLink system usage growth (current reporting period to prior reporting period): **5,907,774 calls/ 200.88%** and duration increased by **22110:49:28** (hours:minutes:seconds)

**WyoLink Outages** – During the current reporting period, we had **452.6** critical outage hours out of a total possible system wide site hours of **442,344** for a critical availability percentage of **99.898%**. A critical outage occurs when more than 30% of individual site resources are not functioning. WyoLink users are encouraged to use the WyoLink 511 notify system for outage notification in their local area.

## WyoLink Users

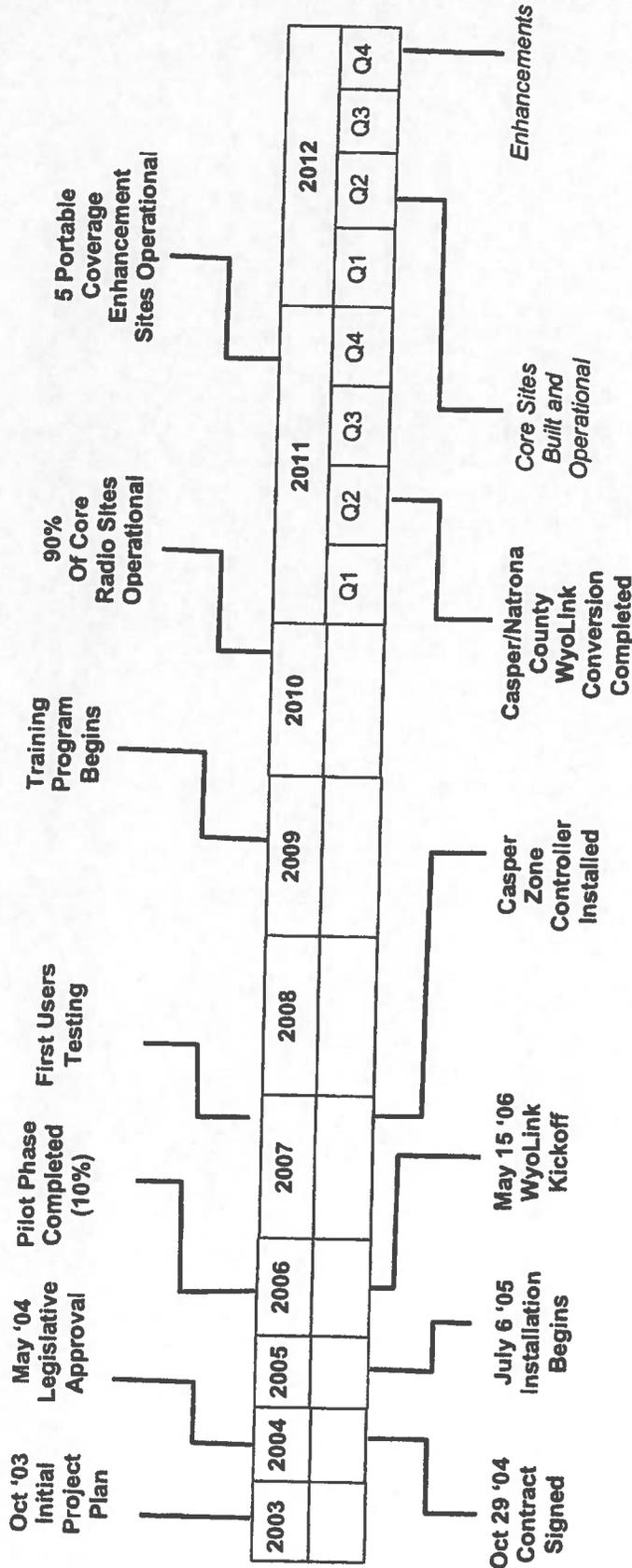
Local Agencies		Federal Agencies
Albany County	Cheyenne Fire & Rescue	Alcohol, Tobacco and Firearms
Big Horn County	Laramie County School District #1	Bureau of Indian Affairs
Campbell County	Campbell County School District	Bureau of Land Management – Wyoming Office
Carbon County		Department of Homeland Security – Homeland Security Investigations
Converse County		Drug Enforcement Agency
Crook County	State Agencies	Federal Bureau of Investigation
Fremont County	Division of Criminal Investigations	National Weather Service
Goshen County	Wyoming Air National Guard	U.S. Marshals Service
Hot Springs County	Wyoming Army National Guard	US-DOJ Fish & Wildlife Service
Johnson County	Wyoming Department of Agriculture	USDA APHIS
Laramie County	Wyoming Department of Corrections	U.S. Forest Service – Law Enforcement
Lincoln County	Wyoming Department of Health	
Natrona County	Wyoming Department of Transportation	F. E. Warren AFB
Niobrara County	Wyoming Game and Fish	
Park County	Wyoming Highway Patrol	
Platte County	WyoLink	
Sheridan County	Wyoming Law Enforcement Academy	
Sublette County	Wyoming Livestock Board	
Sweetwater County	Wyoming Office of Homeland Security	
Teton County	Wyoming State Engineer's Office	
Uinta County	Wyoming State Fire Marshal	
Washakie County	Wyoming State Forestry	
Weston County	Wyoming State Parks	
	Public Safety Communications Commission	

**Bold – All or most Public Safety agencies using WyoLink**

Normal – Some Public Safety agencies using WyoLink or testing WyoLink locally

*Italics – Discussing WyoLink usage*

## Revised Estimated WyoLink Timeline



### WyoLink Development

Five core WyoLink sites are not constructed. Two sites – Salt Pass (Lincoln County) has a lease from the U.S. Forest Service and construction has begun. The construction of Hell Hole in Idaho (Lincoln County) and Duncan Lake (Sheridan County) are expected to be completed by the end of 2011. Wyoming is working with the U.S. Department of Interior on a possible radio site in Grand Teton National Park. The lease for Pow Wow (Northern Lincoln County) is completed with the Bridger Teton National Forest. The PSCC and WyoLink are working on frequency sharing plans with Federal agencies for two sites, Hellhole and Pinkham Mountain.

\*Enhancements – Additional sites for coverage improvements – One additional core site has been identified in the Elk Mountain (Carbon County) area for improved coverage along Interstate 80 and will be completed in 2011. Fifteen communities have been identified for portable radio coverage enhancement and will be completed in 2011 and 2012. Additional portable radio coverage enhancement sites may be identified upon the addition of grant funds provided by local jurisdictions.

12/22/2011

<b>WyoLink System Access Applications</b>						
Agency	WyoLink	Mutual Aid	SALECS	Date of Inter Ops		
Sept 2011 - Dec 2011						
North Big Horn Hospital Ambulance	Yes	Yes	Yes	12/5/2011		
Natrona County School District #1	Yes			12/5/2011		
Wamsutter Fire Department and Ambulance	Yes	Yes		12/5/2011		
University of Wyoming - Transit & Parking Services	Yes			Tabled		
Regional West Medical Center/Airlink	Yes	Yes		12/5/2011		
Town of Burns	Yes			12/5/2011		
Weston County Sheriff	Yes	Yes	Yes	12/5/2011		
Upton Fire Department	Yes			12/5/2011		
Greybull Police Department	Yes			12/5/2011		
Newcastle Police Department	Yes			12/5/2011		